



Date: 21 February 2025

Dear customer

## An update following my recent visit to St. Anne's Quarter

Following my recent visit to St. Anne's Quarter with our Chief Executive, Phil Andrew, I wanted to say a huge "thank you" to everyone who gave up their time to meet with us and provide feedback. It's important you're listened to, and we keep our promises. I'm sorry we don't always get this right; we will do better.

In this letter, I've set out an update on the actions we took away from the meeting. I've also included an introduction to Orbit colleague, Tamzin Slade, who'll be supporting your Property Manager, Michelle Beadle, to resolve some of the issues you're experiencing.

### An update on our actions

#### Works to the external wall systems

Three independent experts have visited St. Anne's Quarter in recent months. They reviewed the compartmentation issues in the communal areas and the risers (water supply lines for the emergency services) in the car park and all buildings. They also inspected the roofs. We've received their reports and are reviewing them to understand next steps.

The issues we're investigating are complex, which is why this process is taking some time. As soon as we have an update to share with you, we'll be in touch to arrange a customer meeting at St. Anne's Quarter.

We've received the Fire Risk Assessment (FRA) for the car park and no high-risk issues were identified. Based on the recommendations in the report, we'll be carrying out some minor works over the coming weeks, including changes to signage and applying fire stopping material to a small number of pipes in the garage area.

When it comes to the car park, we understand your concerns about the impact of a possible fire on the integrity of your building given that our primary focus is on the safety of residents. Life safety is the cornerstone of our duty of care as a landlord and the focus of all legislation and guidance under which we build and maintain homes. The FRA has determined that the car park is safe. As requested, we'll explore the option of a sprinkler system but can't provide any confirmation right now that this will be installed in the car park.

We're continuing to upgrade the alarm system at St. Anne's Quarter and have made modifications to reduce the number of false alarms you've been experiencing. We've nearly completed this work, and we provided an update to all customers earlier this week on the testing and commissioning phase which will start on **Monday 24 February**.



If you missed this update, it's available on the St. Anne's Quarter webpage:  
[orbitcustomerhub.org.uk/stannesworks](https://orbitcustomerhub.org.uk/stannesworks).

There was a question in the customer meeting about whether extractor fans could be fitted above cookers in all of our rented properties at St. Anne's Quarter. We'll discuss the feasibility of this with relevant teams and will provide an update in April when we've had chance to make some progress.

### Signage

We're reviewing the existing internal and external signage as a priority and will be making some changes to this imminently. We'll confirm timeframes in our next customer update (early March). The cost of these changes will not be passed onto customers.

### Safety and security

Following the recent issue with East Anglian Ambulance Service being unable to get through the gates, we can confirm there's an override key which has always been available for the emergency services. We'll be contacting the East Anglian Ambulance Service to ensure they're aware of this.

We've previously addressed the issue of tailgating into car parks with the introduction of parking enforcement. This appears to be making a difference. We can't alter the timings of the roller shutters as they have a safety sensor to prevent them closing on vehicles too quickly. However, we're looking into whether Automatic Number Plate Recognition (ANPR) could be introduced to add an extra layer of security. Please be assured we would consult with customers before introducing ANPR.

We're upgrading the locks to withstand a force of 500kg rather than 300kg. This will help prevent doors being pulled open. We'll provide more information on when these works will be completed in our next customer update (early March). Gate 5 (on the podium between Hop Pole Yard and Bartholomew Court) is locked and an update has been shared on the noticeboard.

We want to reassure you that we're looking at suitable solutions to repair the damaged soffit and we'll ensure this is secure before we remove the scaffolding. We'll let you know as soon as we have more information on timings. An independent expert has been at St. Anne's Quarter to take a look at the roofs and advise on any issues. We'll share more information as soon as we can.

We've also instructed our partner, PTSG Electrical Services, to reinstate the lightening protection. This is not a straightforward job due to the design of the roof. PTSG Electrical Services will visit St. Anne's Quarter on **Thursday 6 March** to plan these works.

Finally, can we please ask for your help to remove items from your balcony that could present a health and safety risk (specifically, a fire risk). If you take a look at your lease, you'll see what items are safe to have on your balcony.

### Anti-Social Behaviour

We take any reports of Anti-Social Behaviour seriously and will work with partners such as the police, to address these.

We urge you to report any incidents of drug dealing in the car park to the police by calling 101. You can also report via the Norfolk Constabulary website: [norfolk.police.uk](https://norfolk.police.uk). Your local Beat Manager or Safer Neighbourhood Team will also then pick this up.

### Service Charge

The 2023/24 accounts are with auditors and we're hoping to be able to share these with you by the end of this month. We're sorry it's taken so long for us to resolve queries from the auditors for these accounts and that our communication on this matter could have been better. I can confirm that an overspend (or 'deficit') of around £25,000 for the 2023/24 accounts will *not* be passed onto customers

We're aiming to be able to share the 2024/25 accounts with you this autumn as planned. We don't expect any delays, however if there are, we'll update you in good time.

A detailed breakdown of costs for gate failures over a three-year period is now available on the St. Anne's Quarter webpage. We're carrying out a review of gate breakdowns to understand why these have happened and to help us identify any measures we should put in place to prevent these from reoccurring.

When it comes to service charge refunds, we can confirm you're entitled to a refund if you have a credit on your account. If you speak to our customer support team about this, we'll notify you if there are upcoming charges that could put your account into a 'deficit' position. In such cases, we'll advise you to leave the credit on your account, but you can still decide to take the refund.

Some customers are required to pay their Service Charge annually in advance. If any of these customers pay monthly via Direct Debit in arrears, our system will flag the account as being in arrears when the charge is raised. We're aware of this and will contact the customers affected to resolve this matter. In the meantime, we'll ensure these customers don't receive an arrears letter.

### Commercial premises

We're committed to keeping you updated on future plans for the commercial units, and we know it's important to keep residents on King Street informed when it comes to our plans for the development of remaining phases at St. Anne's Quarter. We're also responsible for maintaining any site hoarding and keeping the undeveloped land clear and looking good.

I can confirm that delivery and waste vehicles for commercial occupiers, including Rivolo Lounge, will access their premises from East Street. Shortly after Rivolo Lounge opens for business, we'll share a 'frequently asked questions' document with you which will hopefully answer any questions you may have about the conduct of commercial occupiers, including noise curfews.



## Community Hub

We're planning the works required to resurface the pathway in front of the Community Hub and will provide more information on timings in our next customer update (early March).

### **Introducing Tamzin Slade**

In the recent customer meeting, we confirmed that Tamzin Slade would be joining our team at St. Anne's Quarter. Tamzin will support your Property Manager, Michelle Beadle, to get things done and keep you better informed on the issues that matter to you most.

Mitchelle will continue to run her weekly surgeries, so if you'd like to speak to a member of the team direct, please make an appointment with Michelle by emailing [Mitchelle.Beadle@orbit.org.uk](mailto:Mitchelle.Beadle@orbit.org.uk). Please remember, feedback is always welcomed and is important to us.

Going forward, customer updates will be shared on a fortnightly basis on the St. Anne's Quarter webpage. We'll use the noticeboards to let you know when these have been published.

### **Who can I contact with any questions or issues?**

For any queries relating to your fire alarm system, please contact:  
[PropertySafetyProjectTeam@orbit.org.uk](mailto:PropertySafetyProjectTeam@orbit.org.uk).

For any other queries or concerns or to raise a new repair, you can find details of all our contact channels on our customer website: **[orbitcustomerhub.org.uk/contact-us](https://orbitcustomerhub.org.uk/contact-us)** and don't forget to keep an eye on the St. Anne's Quarter webpage where we also share updates and key information: **[orbitcustomerhub.org.uk/stannesworks](https://orbitcustomerhub.org.uk/stannesworks)**.

Phil and I will return to St. Anne's Quarter in six months' time. We look forward to meeting with you then.

Yours sincerely,

Joe Brownless  
Chief Customer Officer